

# Medical Assistance Dental Benefit

## Why is it hard to find a dentist who will accept SD Medicaid?

- There is a shortage of dental providers in South Dakota. Although most dentists participate in SD Medicaid, many dentists have full caseloads and are unable to accept any more patients, whether Medicaid or private pay. Medicaid recipients have the responsibility to find their own dental provider.

## May I continue to see my current dentist?

- If you can continue to see your current dentist, it is a lot easier than trying to get into a new practice. Since some dentists do not participate in Medicaid, you may have to find another dentist who will accept Medicaid.
- Because of the shortage of dental providers, it sometimes takes several months before a dentist can see you. This is true with all dental patients, not just Medicaid recipients.

## What if I have a toothache and require immediate dental treatment?

- If you are in pain and require immediate dental treatment, the **Delta Dental Information and Referral Center** may be contacted for assistance at **1-800-627-3961**. You should indicate that you are in pain and need immediate assistance.

## I have tried to contact many dentists and none are willing to accept me as a Medicaid recipient. Can anyone help me?

- If you are located in an area with a Community Health Center, try contacting them first. Lists of dentists can be found in the yellow pages of your local phone book or several places on the web.
- If you have contacted at least five dental providers and none of the providers will accept you as a Medicaid recipient, you may contact the **Delta Dental Information and Referral Center** at **1-800-627-3961**. Delta Dental may be able to assist you. However, it may still take several months before a dentist can see you.
- The first question the Delta Dental Information and Referral Center will ask is, "Which dental offices have you contacted to try to make an appointment?" It will be helpful if you write down the names of dentists you have contacted before contacting the Delta Dental Information and Referral Center.
- If you are looking for services for a child age 0-21, you may want to check the schedule of the South Dakota Ronald McDonald® Care Mobile. Links to the Care Mobile schedule can be found at <http://www.state.sd.us/doh/OralHealth/> or you call 605-224-7345.

## What do I need to know or do when I find a dentist?

- Because it may be hard to find another dentist that accepts Medicaid, some tips to keeping your dentist include:
  - Be on time for your appointments;
  - If you cannot make the appointment, contact the dentist and cancel your appointment as soon as possible so someone else may be scheduled for treatment; and
  - Follow the dentist's treatment plan.
  - Be considerate of other patients in the office.